



DEFENSE LOGISTICS AGENCY
DEFENSE LOGISTICS SUPPORT COMMAND
8725 JOHN J. KINGMAN ROAD, SUITE 2533
FORT BELVOIR, VIRGINIA 22060-6221

REPLY
REFER TO

JAN 4 1999

Dear Customer Survey Participant,

In accordance with Section 350 of the Fiscal Year 1999 Defense Authorization Act, the Secretary of Defense, through the Defense Logistics Agency (DLA), is performing a review of the functions of the Defense Automated Printing Service (DAPS). KPMG LLP, an independent accounting and consulting firm, has been contracted by DLA to perform this review. One of the requirements of the legislation is to determine the future requirements of DAPS customers.

KPMG has created the enclosed customer survey in an effort to collect information that will satisfy the requirements of the legislation. We would appreciate your assistance and participation in completing the 13-question customer survey since DAPS records indicate that you are the point of contact for a high impact or high volume customer organization. We request that completed customer surveys be faxed to (703) 339-9669 by January 15, 1999.

If you have any questions concerning the completion of the survey, please contact the KPMG point of contact, Art Crowley (703) 541-3723. We would greatly appreciate your participation.

Sincerely,

A handwritten signature in cursive script, reading "Frederick N. Baillie".

FREDERICK N. BAILLIE
Executive Director
Resource, Planning and Performance
Directorate

Enclosure

Name: _____

Organization: _____

1. What services does the Defense Automated Printing Service (DAPS) provide to you (definitions provided in Appendix A)? Select all that apply.

<input type="checkbox"/> Desktop Publishing, Revisions, Proofing	<input type="checkbox"/> Microfiche Production
<input type="checkbox"/> Data Scanning & Conversion	<input type="checkbox"/> Aperture Card Production
<input type="checkbox"/> Document Automation	<input type="checkbox"/> Outsourced Printing Management
<input type="checkbox"/> Mainframe Printing	<input type="checkbox"/> Copier Contract Management
<input type="checkbox"/> Black & White Duplicating & Printing	<input type="checkbox"/> Metal Photo
<input type="checkbox"/> Standardization & Print on Demand	<input type="checkbox"/> Lamination
<input type="checkbox"/> Offset Duplicating/Printing	<input type="checkbox"/> Addressing, Mailing, Delivering
<input type="checkbox"/> Engineering Drawing Reproduction	<input type="checkbox"/> Other (please describe)
<input type="checkbox"/> Color Copying/Printing	

2. Circle the answer that most closely matches your level of satisfaction with the **quality** provided by DAPS.

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Dissatisfied
4. Somewhat Satisfied
5. Satisfied
6. Very Satisfied

3. Circle the answer that most closely matches your level of satisfaction with the **timeliness** provided by DAPS.

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Dissatisfied
4. Somewhat Satisfied
5. Satisfied
6. Very Satisfied

4. Circle the answer that most closely matches your level of satisfaction with the **cost** of DAPS products and services.

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Dissatisfied
4. Somewhat Satisfied
5. Satisfied
6. Very Satisfied

5. Have you received services similar to those provided by DAPS from another organization?

1. Yes
2. No. If no, skip to question 10

6. If you have used an organization other than DAPS for the products/services indicated above, please describe why you chose to use the other organization, who the other organization was and what services were provided.

7. If you have used an organization other than DAPS, how did the *quality* you received compare with DAPS?

1. Other organization was much better than DAPS
2. Other organization was better than DAPS
3. Other organization was somewhat better than DAPS
4. Other organization was equal to DAPS
5. Other organization was somewhat worse than DAPS
6. Other organization was worse than DAPS
7. Other organization was much worse than DAPS
8. Don't know/Can't say

8. If you have used an organization other than DAPS, how did the *timeliness* you received compare with DAPS?

1. Other organization was much better than DAPS
2. Other organization was better than DAPS
3. Other organization was somewhat better than DAPS
4. Other organization was equal to DAPS
5. Other organization was somewhat worse than DAPS
6. Other organization was worse than DAPS
7. Other organization was much worse than DAPS
8. Don't know/Can't say

9. If you have used an organization other than DAPS, how did the *cost* compare with DAPS?

1. Other organization was much better than DAPS
2. Other organization was better than DAPS
3. Other organization was somewhat better than DAPS
4. Other organization was equal to DAPS
5. Other organization was somewhat worse than DAPS
6. Other organization was worse than DAPS
7. Other organization was much worse than DAPS
8. Don't know/Can't say

10. If a contract or other agent were in place to provide DAPS like services through private industry, would you be able to satisfy your needs using a private industry organization?
1. Yes
 2. No
11. If a contract or other agent were in place to provide DAPS like services through a government organization, would you be able to satisfy your needs using another government organization?
1. Yes
 2. No
12. What is your average required turnaround time for your printing and duplicating needs?
1. 1 – 2 days
 2. 3 – 4 days
 3. 5 – 6 days
 4. Longer than 6 days
 5. Same day
13. What are your future requirements for the Defense Automated Printing Service?

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APPENDIX A – Definitions of DAPS Services

1. **Desktop Publishing, Revisions, Proofing:** The publishing of publication pages produced using publication applications on workstations or PCs, network systems, file servers, magnetic or optical storage devices, modems, and similar equipment. Includes revisions and proofing of publications.
2. **Data Scanning and Conversion:** The scanning and conversion of paper documents, files and various types of media to digital format (PDF files).
3. **Document Automation:** Includes document automation services (electronic integration or consulting that enables output to DAPS production equipment), web page design and digital library services.
4. **Mainframe Output:** The production of paper output (including bindery) from mainframe generated (SYSOUT) data. Includes the production of Leave and Earning Statements (LES).
5. **Black & White Duplicating & Printing:** Black and white duplicating and printing paper output (including bindery) generated from hard copy original or electronic files.
6. **Standardization & Print on Demand:** On-demand output (paper and electronic), subscriptions, and large quantity paper output (including bindery) from hard copy of Technical Manuals and Specifications.
7. **Offset Duplicating/Printing:** The production (including pre-press) on systems-type offset presses using paper masters.
8. **Engineering Drawing Reproduction:** The reproduction (enlargement/reduction), scanning and printing of engineering drawings from microfilm, digital files or paper.
9. **Color Copying/Printing:** The use of full color copiers to produce duplicates from an original document. The use of digital files to make full color output documents.
10. **Microfiche Production:** The production and duplication of 105mm microfiche.
11. **Aperture Card Production:** The production and duplication of original silver 35mm aperture cards.
12. **Outsourced Printing Management:** The management of work procured by DAPS through the GPO, Federal Prison Industry or organization.
13. **Copier Contract Management:** The management, by DAPS, of cost per copy contracts, self service equipment, or multifunctional devices provided to customers.
14. **Metal Photo:** The production of documents using metal photo plates.
15. **Lamination:** The lamination of documents.
16. **Addressing, Mailing, Delivering:** Addressing, mailing and delivery of your work by DAPS.